

# **Revitalized PTD Provider Training Program**

**Public Transit Advisory Committee**

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# PTD Role

Public Transit Division has several roles:

- Distribute federal and state funds to rural and small city subrecipients
- Assure subrecipients comply with federal and state requirements
- Offer technical assistance and training

# PTD Role

- Public Transit Division ‘is responsible for assuring that the compliance requirements associated with FTA and state funds are met, even when compliance is primarily the obligation of the subrecipients.’

# PTD Role

- PTD administers Section 5311(b)(3) Rural Transit Assistance Program (RTAP).
- RTAP's objective is "to improve the quality of information and technical assistance available through the development of training and technical assistance resource materials."

# Current training environment

- Small Cities and Rural Program Manager coordinates with national RTAP
- Special Transportation Program Manager coordinates driver training through Chemeketa Community College

# Current training environment

- Planning Program Manager administers RTAP funds for
  - training scholarships
  - liaison with Department of Human Services brokerages
  - training at Public Transportation Conference

# Current training environment

- Annual Public Transportation Conference
- Passenger assistance and defensive driver training through Chemeketa Community College

# Current training environment

- Training identified by staff (Principles of Transit Management)
- Scholarships to attend PTD-sponsored and other training
- Technical assistance as requested or identified by staff

# Current Training Issues

Training and assistance have been affected by:

- Changes in state and federal programs
- Changes in national training resources
- Changes in transit organization personnel
- Lack of data on transit training needs

# Current Training Issues

A review of 32 Oregon Coordinated Transit Plans by Portland State University's Institute on Aging found that 25% of the plans cited training as an unmet need.

# Approach

- Conduct a needs analysis.
- A needs analysis examines an organization's current training needs.
- It requires gathering and analyzing data in order to decide what training is needed by the organization.

# Analysis

- Training requirements
- Training roles
- Training decisions
- Training environment

# Research

- Reviewed legislation, rules, and policies
- Reviewed training programs
- Surveyed state RTAP programs
- Interviewed state RTAP providers
- Identified training providers
- Surveyed attendees at 2009 OPTC

# Research results

- OPTC survey method
- 187 conference registrants
- 55 responses
- 29.4% response rate

# Survey demographics

- Gender—55% female, 44% male
- Age—24-82 years
- Experience—4 mos.-39 years
- Job—Transit Mgr., Operations Mgr.
- Agency—STF, Rural General Public
- Location—50% NW Oregon, WV (not Portland Metro)

# Training requested: Both

- Planning
- Grant Management
- Civil Rights/ADA
- Coordination
- Financial Management
- Transit Operations Management
- Volunteer Management

# Other training requested

- Managers
  - Procurement
  - Other Professional Development
- Non-managers
  - Passenger Assistance
  - Customer Service
  - Vehicle Maintenance

# Barriers to training

- Managers
  - Time, Local Training, Funding
- Non-managers
  - Funding, Time, Local Training
  - Support for Training

# Other differences

- Age
  - 55+ want more Local Training
  - Both prefer Small Group Training
- Experience
  - Five+ years had more Board Member and Drug and Alcohol Training

# Other differences

- Gender
  - Women want more Planning, Management, Coordination, SD/ST than men.
- Correlations
  - Age correlates with experience in transit.

# PTD Training Plan Development Process

- Multiple meetings PTD staff
- Reviewed survey results
- Prioritized training topics
- Identified training frequency
- Developed training budget

# PTD Training Plan Proposal

- Identified topics
- Identified frequency
- Identified location
- Identified source
- Number trained
- Budget

# Future discussion issues

- Who is responsible for specific training?
- How should training costs be shared?
- How should training scholarships be allocated?
- Views on train-the-trainer service delivery?

# Questions?

- We look forward to hearing your thoughts on the draft training plan.